AcademicLiveCare (ALC) is a wonderful free virtual resource provided for all students, regardless of SHIP enrollment. Use ALC to speak with a professional regarding mental health, medical issues, nutrition consultations and more.

Here is a step by step guide to using AcademicLiveCare:

https://www.mines.edu/student-health/wp-content/uploads/sites/81/2024/06/ALC-24-25-user-guide.pdf

First, go to https://academiclivecare.com/ and click on the white Get Connected bubble.

Then click the blue AcademicLiveCare link

, fill out all of the fields on the Sign Up box with your first name, last name, school email, school email confirmation and password. Make sure to write this password down for future use!

Check the terms and conditions box

Click the green Sign Up button

Complete the fields on the Profile screen with your state, date of birth and gender:

Click the green Continue button

On the Service Key screen, enter the service key "   ".

Click the green Continue button

Your account has now been created. Click the green OK button

, click the "I already have an account, Log In" link

Log In using your email address and the password you chose when creating the account.

Click the green Log In box

Your Dashboard will reflect all of the services available to you. Select the care applicable to your needs

For _____, click the green **Get Started** box to see the first available provider or find a specific provider by using the search and filter tools.

Provide details about your visit and acknowledge that you have read the Notice of Privacy Practices and agree to the Terms of Use.

On the payment screen, enter the coupon code " _____ " and click the green **Apply** box to make the cost of your visit $0. Click the blue **Start Visit** box to be connected to the provider.

For _____, schedule a virtual visit by selecting your preferred date to see a list of available providers and appointment times. Or, find a specific provider by using the search and filter tools.

Review your appointment details and click the blue **Schedule Appointment** box to confirm your visit.

At the time of your appointment, right before you are connected to the provider, you will be asked to provide details about your visit.

Enter coupon code " _____ " and click the green **Apply** box to make the cost of your visit $0. Click the blue **Start Visit** box to be connected to the provider.

Once your appointment begins, a brief overview will play to ease you into the telehealth care environment.

During the visit, the provider will discuss your issue and take progress notes.

Once the appointment has ended, your provider will send a Visit Summary to your Message Center. This can be accessed by clicking on the envelope at the top right of your Dashboard.